

FIG. 1

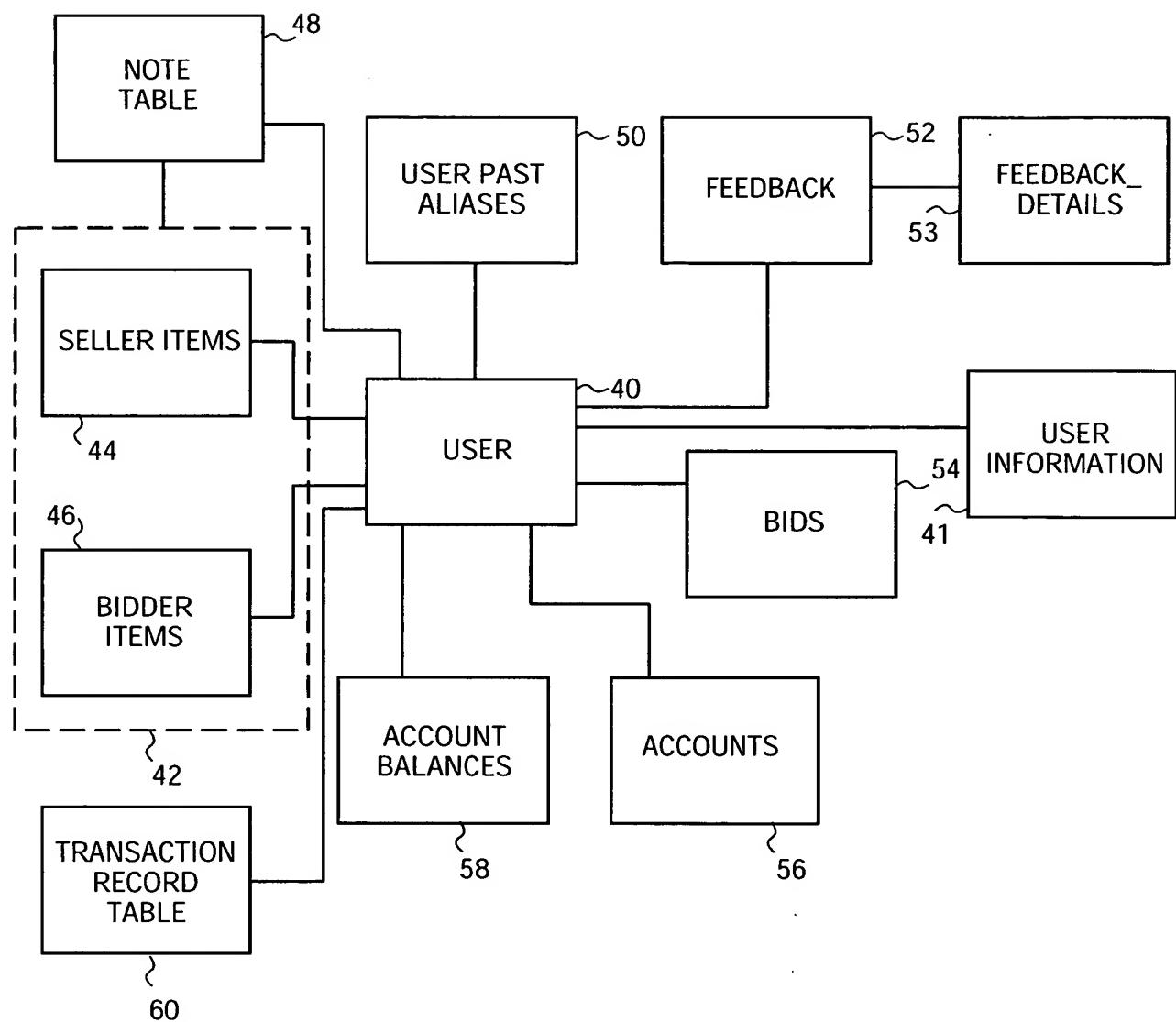


FIG. 2

3
FIG.

FEEDBACK TABLE				
USER ID	TOTAL SCORE	TOTAL NEGATIVE	TOTAL POSITIVE	NO. OF RETRACTIONS
74	76	78	80	82

FIG. 4

FEEDBACK DETAILS TABLE				
ITEM NO.	COMMENT	TYPE	DATA	RESPONSE
				REBUTTAL
104	106	108	110	112
				114
				116
				118
				120

FIG. 5

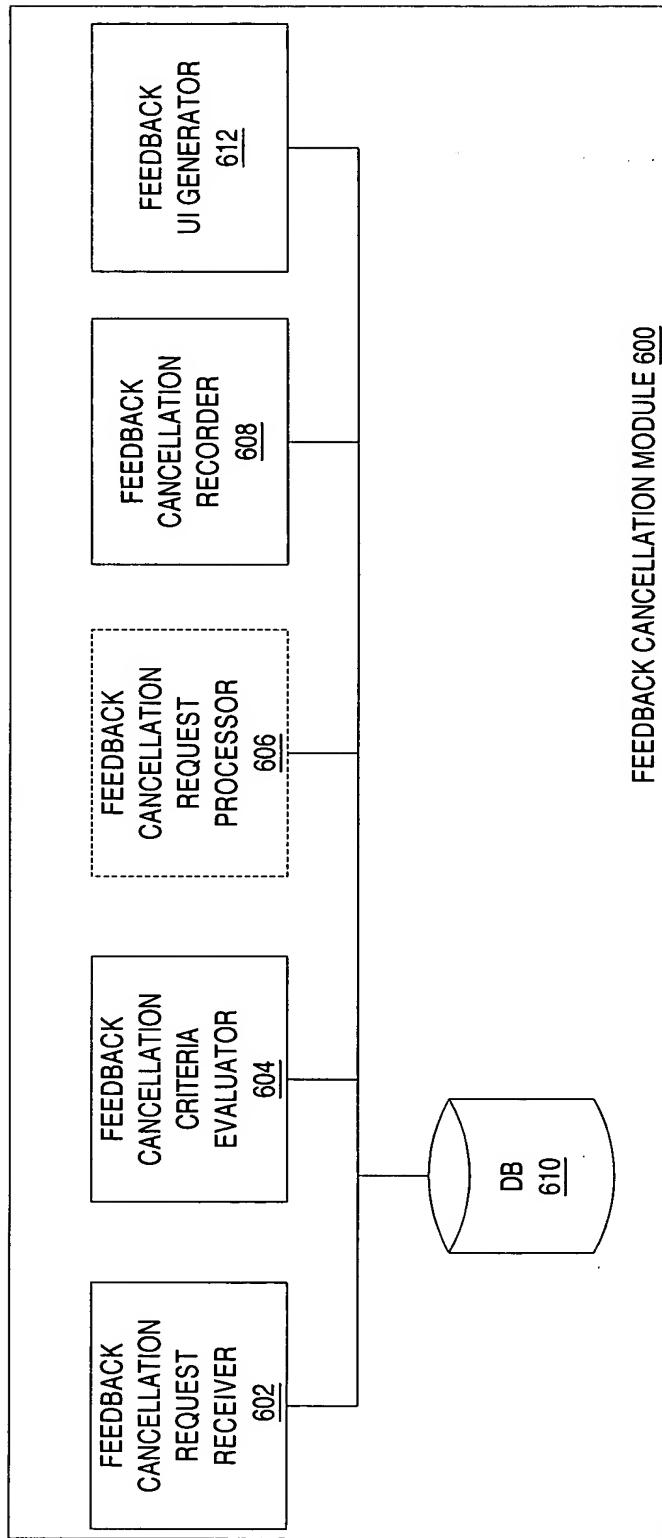


FIG. 6

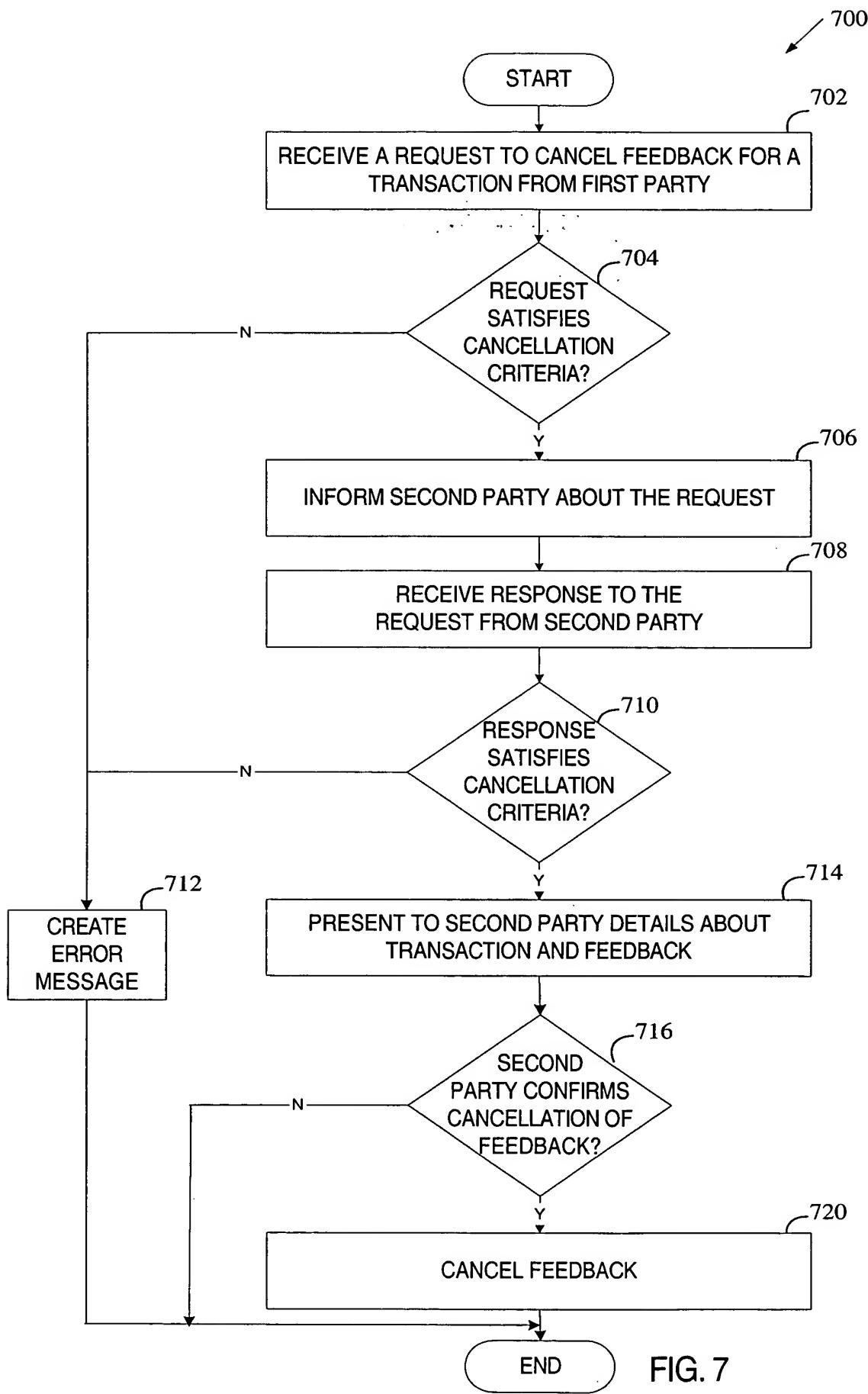


FIG. 7

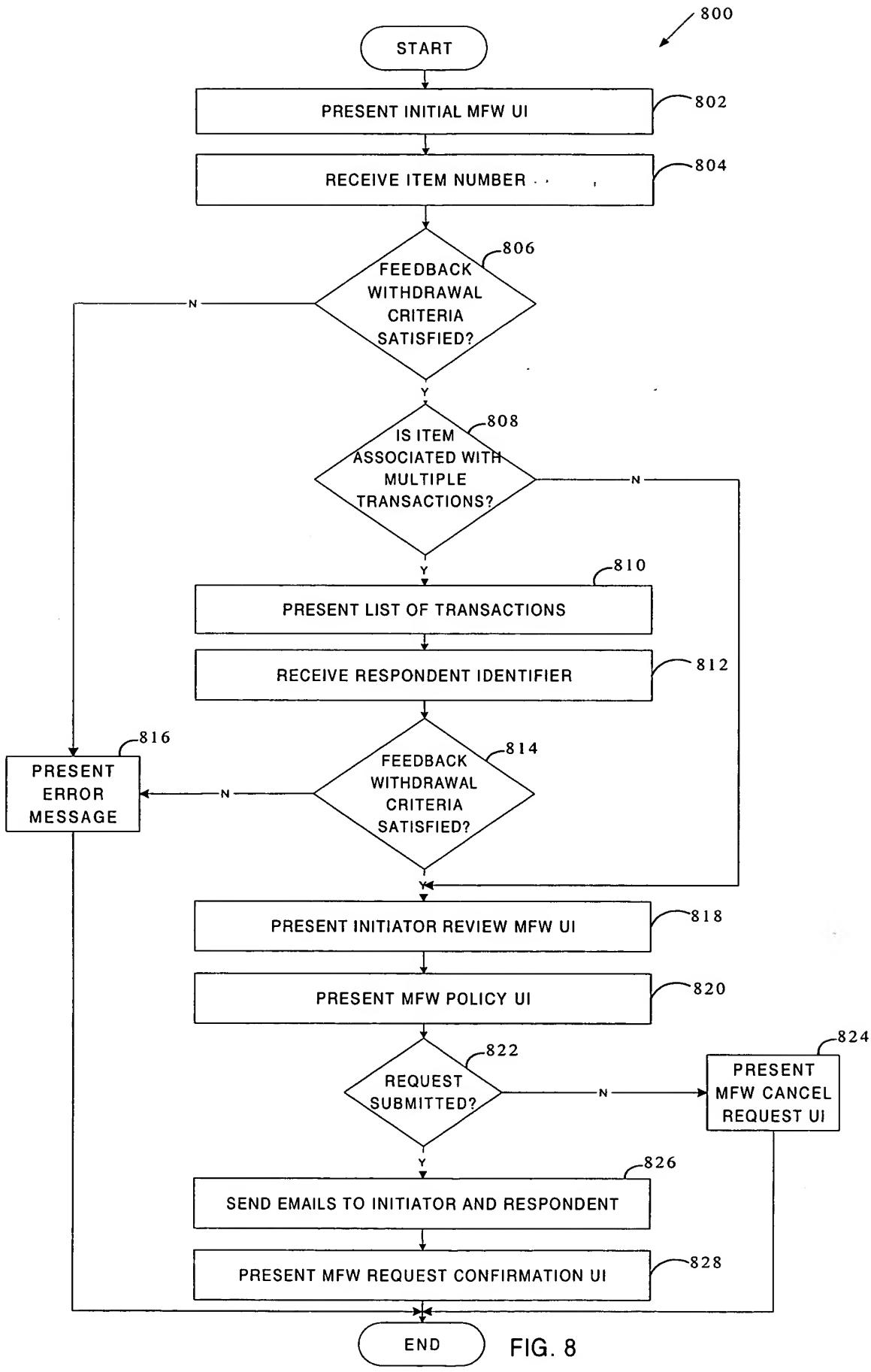


FIG. 8

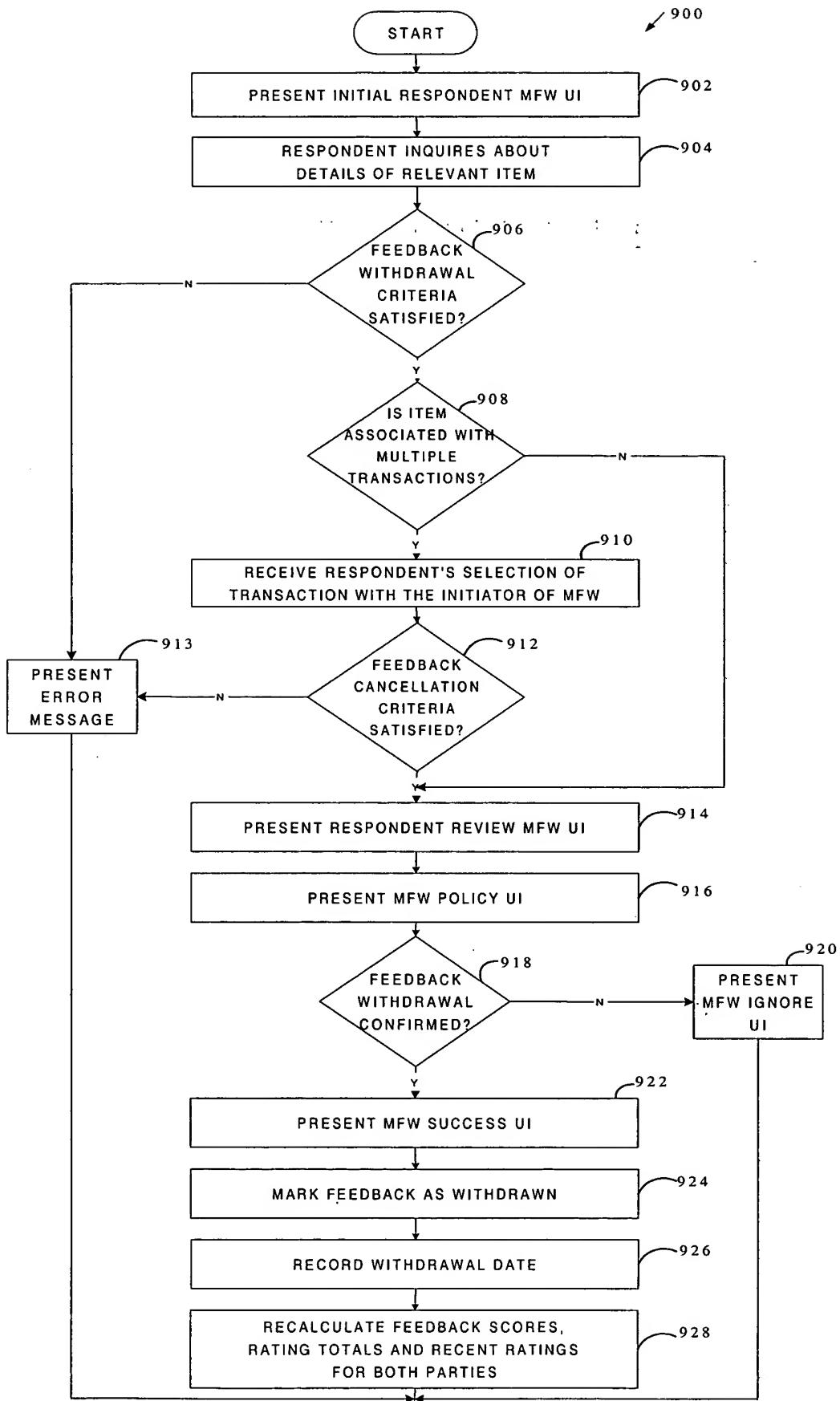


FIG. 9

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Feedback Forum: Mutual Feedback Withdrawal Need Help?

While feedback is a permanent part of a member's reputation, ratings left for a particular transaction may be withdrawn through mutual feedback withdrawal. For this to happen, **both members must agree that feedback left is no longer appropriate**, and agree to withdraw using this process. Withdrawn feedback remains in both members' profiles but is no longer counted in the feedback score. [Learn more](#).

Before initiating this process, please be sure to [contact](#) the other member to resolve any disagreements.

Enter an item number:

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FIG. 10

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 **Feedback Forum: Mutual Feedback Withdrawal** 

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FIG. 11A

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Home > Services > Feedback Forum > Mutual Feedback Withdrawal

Feedback Forum: Mutual Feedback Withdrawal 

 You have already requested feedback withdrawal for this item.

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FIG. 11B

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Feedback Forum: Mutual Feedback Withdrawal [Need Help?](#)

You are about to request mutual feedback withdrawal for item: 123456789. Please select the appropriate buyer to whom you would like to send this request.

Please note: If the buyer agreeing to this request has purchased more than one item from this listing, feedback ratings for all the items will be withdrawn.

Select	User ID	Sale Date/Time	Comment you received
<input type="radio"/>	funnygirl	Sep-24-03 12:35	Never shipped the item! Bad Seller Reply left by dreamlife90: Shipment was delayed by UPS. Arrived two days later on Sep 26th.
<input type="radio"/>	usa-promotion	Sep-15-03 22:28	(No feedback has been left.)
<input type="radio"/>	photocanada	Sep-11-03 10:33	Excellent transaction. Paid quickly... Highly recommended!! A++++
<input type="radio"/>	royalsteam	Sep-11-03 02:38	Great to do business with! Fast response.
<input type="radio"/>	johnnymanic	Sep-10-03 12:09	very fast,

[Cancel request](#)

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FIG. 12

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Feedback Forum: Mutual Feedback Withdrawal [Need Help?](#)

You are about to initiate mutual feedback withdrawal for item 123456789. For the feedback to be withdrawn, funnygirl must also agree and complete the process within 90 days from the end of the listing or 30 days from the date the feedback was left.

Please review the information below before sending your request.

Buyer: funnygirl (83 ★)	Item: Snoopy Pez Dispenser Free S&H with BIN (123456789)
Date/Time: Sep-24-03 12:36:18 PDT	
Feedback you left: <input checked="" type="radio"/> Left negative feedback prematurely.	
Feedback you received: <input checked="" type="radio"/> Never shipped the item! Bad Seller	Reply left by dreamlife90: Shipment was delayed by UPS. Arrived two days later on Sep 26th.

Message to buyer:
 (optional)

Up to 200 characters.

[Cancel request](#)

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FIG. 13A

Buyer:	<u>funnygirl (88 ★)</u>
Item:	<u>Snoopy Pez Dispenser Free S&H with BIN (123456789)</u>
Date/Time:	Sep-24-03 12:35:18 PDT
Feedback you left:	(No feedback comment has been left.)
Feedback received:	<input checked="" type="radio"/> Never shipped the item! Bad Seller
 Buyer:	<u>funnygirl (88 ★)</u>
Item:	<u>Snoopy Pez Dispenser Free S&H with BIN (123456789)</u>
Date/Time:	Sep-23-03 02:34:17 PDT
Feedback you left:	(No feedback comment has been left.)
Feedback received:	<input checked="" type="radio"/> Never shipped the item! Bad Seller

FIG. 13B

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Feedback Forum: Mutual Feedback Withdrawal Need Help?

 **Important: Please read the following before continuing with your request.**

1. Both members must complete this process within 90 days from the end of the listing or 30 days from the date the feedback was left.
2. The ratings that you and the other member left will both be withdrawn at the same time. After withdrawal, no additional feedback will be allowed for this item.
3. Withdrawn feedback comments remain visible in both members' profiles, but are no longer counted in the feedback score. [See example.](#)
4.  will review excessive requests for feedback withdrawal for compliance with our [feedback policies](#).
5. Once you submit your request, it cannot be retracted or canceled. If the other member declines the request or does not respond, the feedback will remain unchanged.

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FIG. 14

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[Home](#) > [Services](#) > [Feedback Forum](#) > Mutual Feedback Withdrawal

Feedback Forum: Your request has been submitted

 [Need Help?](#)

Your request to mutually withdraw feedback for item 123456789 has been sent to funnygirl. This request will remain active for 90 days from the end of the listing or 30 days from the date the feedback was left.

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FIG. 15A

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[Home](#) > [Services](#) > [Feedback Forum](#) > Mutual Feedback Withdrawal

Feedback Forum: Your request has been canceled  [Need Help?](#)

You have canceled your request for mutual feedback withdrawal for item 123456789.

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FIG. 15B

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Feedback Forum: Mutual Feedback Withdrawal Need Help?

While feedback is a permanent part of a member's reputation, ratings left for a particular transaction may be withdrawn through mutual feedback withdrawal. For this to happen, **both members must agree that feedback left is no longer appropriate**, and agree to withdraw using this process. Withdrawn feedback remains in both members' profiles but is no longer counted in the feedback score. [Learn more](#).

Before completing this process, be sure to [contact](#) the other member to resolve any disagreements.

Your trading partner requested mutual feedback withdrawal for the following item:
123456789

[See details >](#)

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FIG. 16

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Home > Services > Feedback Forum > Mutual Feedback Withdrawal

Feedback Forum: Mutual Feedback Withdrawal

 You have already requested feedback withdrawal for this item.

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FIG. 17

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Feedback Forum: Mutual Feedback Withdrawal Need Help?

Your trading partner has agreed to mutual feedback withdrawal for the following item and requested you to do the same. If you agree to this request, feedback will be withdrawn and will not count towards the feedback scores of you and your trading partner; however, the feedback comments will be visible in both members' profiles. [Learn more](#)

Please review the information below.

Seller: [dreamlife90 \(3528 ★\)](#)

Item: [Snoopy Pez Dispenser Free S&H with BIN \(123456789\)](#)

Date/Time: Sep-24-03 12:35:18 PDT

Feedback you left:  Never shipped the item! Bad Seller
Reply left by dreamlife90: Shipment was delayed by UPS. Arrived two days later on Sep 26th.

Feedback you received:  Left negative feedback prematurely.

 [Ignore request](#)

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FIG. 18

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Feedback Forum: Your feedback has been withdrawn 

You and dreamlife90 have mutually withdrawn feedback for item 123456789. A confirmation email has been sent to both of you.

Please note: It may take up to 24 hours for the feedback scores to be updated.

Where would you like to go next?

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Feedback Forum
Facility Homepage

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FIG. 19

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Feedback Forum: The request has been canceled.  

You have declined the request for mutual feedback withdrawal for <item number>. Your feedback score remains unchanged. You have up to 90 days after the end of the listing or 30 days from the date the feedback was left to withdraw your feedback.

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[Feedback Forum](#)
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FIG. 20

Feedback Withdrawal Request for Item 123456789

Dear dreamlife90,

Your request to withdraw feedback for item 123456789 has been sent to member funnygirl. Your **trading partner must also agree and complete this request** before the feedback will be withdrawn and scores updated for both members.

Please note: If the member does not agree or does not complete the form within 90 days of the transaction or within 30 days of the date the feedback was left, the feedback for this transaction will remain unchanged.

Item/Feedback Information

Buyer: funnygirl (88 ★)
Item: Snoopy Pez Dispenser Free S&H with BIN (123456789)
Date/Time: Sep-24-03 12:35:18 PDT
Feedback you left: Left negative feedback prematurely.
Feedback you received: Never shipped the item! Bad Seller
Reply left by dreamlife90: Shipment was delayed by UPS. Arrived two days later on Sep 26th.

Message to buyer:

 Lorem ipsum dolor sit amet, consectetur
 adipiscing elit. Morbi et est sed diam volutpat
 congue. Suspendisse turpis urna, venenatis eu,
 posuere at, gravida vel, diam.

FIG. 21

Feedback Withdrawal Request for Item 123456789

Dear funnygirl,

dreamlife90 has filed a request to mutually withdraw feedback for the transaction shown below. This allows members to withdraw feedback for a transaction if they both agree it is no longer appropriate.

If you agree to this request, the **feedback you received AND any feedback you left for this transaction will be withdrawn at the same time**. Withdrawn feedback remains in both members' profiles but is no longer counted in the feedback score. If you have not left feedback for this transaction, you may still agree to this request, but you will not be able to leave feedback at a later date.

If you agree, please fill out the feedback withdrawal form:

If you disagree, no action is required. The feedback for this transaction will remain unchanged.

Please note: To withdraw feedback, you must complete the online form within 90 days from the end of the listing or within 30 days of the date the feedback was left, whichever is longer.

Item/Feedback Information	
Seller:	dreamlife90 (3528 ★)
Item:	Snoopy Pez Dispenser Free S&H with BIN (123456789)
Date/Time:	Sep-24-03 12:35:18 PDT
Feedback you left:	<input checked="" type="checkbox"/> Never shipped the item! Bad Seller <small>Reply left by dreamlife90: Shipment was delayed by UPS. Arrived two days later on Sep 26th.</small>
Feedback you received:	<input checked="" type="checkbox"/> Left negative feedback prematurely.
Message from seller: <small style="font-size: 0.8em;">Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi et est sed diam volutpat congue. Suspendisse turpis urna, venenatis eu, posuere at, gravida vel, diam.</small>	

FIG. 22

Feedback Withdrawal Request for Item 123456789

Dear <userID>,

Your request to withdraw feedback for item 123456789 has been successfully completed. The feedback comment will now be marked as withdrawn and feedback scores updated.

Please note: It may take up to 24 hours for the withdrawal to be reflected in your feedback score.

FIG. 23

2406

2402

Member Profile: dreamlife90 (3528)

Feedback Score: 3528 Recent Ratings:

	Past Month	Past 6 Months	Past 12 Months
positive	392	1833	2905
neutral	1	1	1
negative	1	1	1

Member since: Jul 1997
Location: United States

- ID History
- Items for Sale
- Visit my Store
- Learn more About Me

Contact Member

All Feedback Received From Buyers From Sellers Left for Others Need Help?

6593 feedback received by dreamlife90 (5 mutually withdrawn) 2404 Page 1 of 30

Comment	From	Date / Time	Item #
Excellent seller, fast emails and shipment. AAA+++	Buyer pharaoh4 (1408	Feb 25-03 14:35	2157398891
ABSOLUTELY THE PERFECT EBAYER. SENT IMMEDIATELY!!! JUST WONDERFUL. THANKS!	Buyer jmixon10 (1)	Feb 25-03 12:35	2157398892
Very fast transaction, quick delivery.	Buyer crazyguy (224	Feb 25-03 12:00	2157398893
An excellent customer, thank you for your business!!	Seller dddaddydee (19	Feb 25-03 10:25	2157398894
Would not trade again, never shipped my item!	Buyer kateovespe (656	Feb 25-03 02:35	2157398895
Reply by dreamlife90: I emailed you 5 times but no response. Don't sell to this person.		Feb 25-03 17:00	
Follow-up by kateovespe: I didn't get any emails.		Feb 25-03 09:40	
Fast payment! Excellent ...hope do business againAA+++^o^=	Seller bestvalue (251	Feb 24-03 19:22	2157398896
no longer a registered user			
Thanks again! Always a pleasure.	Buyer littlebitothis (224	Feb 24-03 18:55	2157398897
Shipping took too long. But offered me refund.	Buyer imintexas (19	Feb 24-03 17:40	2157398898
Another good deal! Business was a pleasure.	Buyer winthistnow (655	Feb 24-03 17:00	2157398899
Never shipped the item! Bad Seller!	Buyer funnygirl (88	Feb 24-03 12:35	2157398902
Reply by dreamlife90: Shipment was delayed by UPS. Arrived 2 days later on Feb 26th.		Feb 25-03 18:00	
Withdrawn: Buyer and seller mutually agreed to withdraw feedback for this item. Learn more		Mar-01-03 09:39	
Good communication and packaging.	Buyer dealseeker (1408	Feb 24-03 11:22	2157398903
Buy from this guy! He is the best!	Buyer iloveebay (251	Feb 24-03 09:55	2157398904

FIG. 24

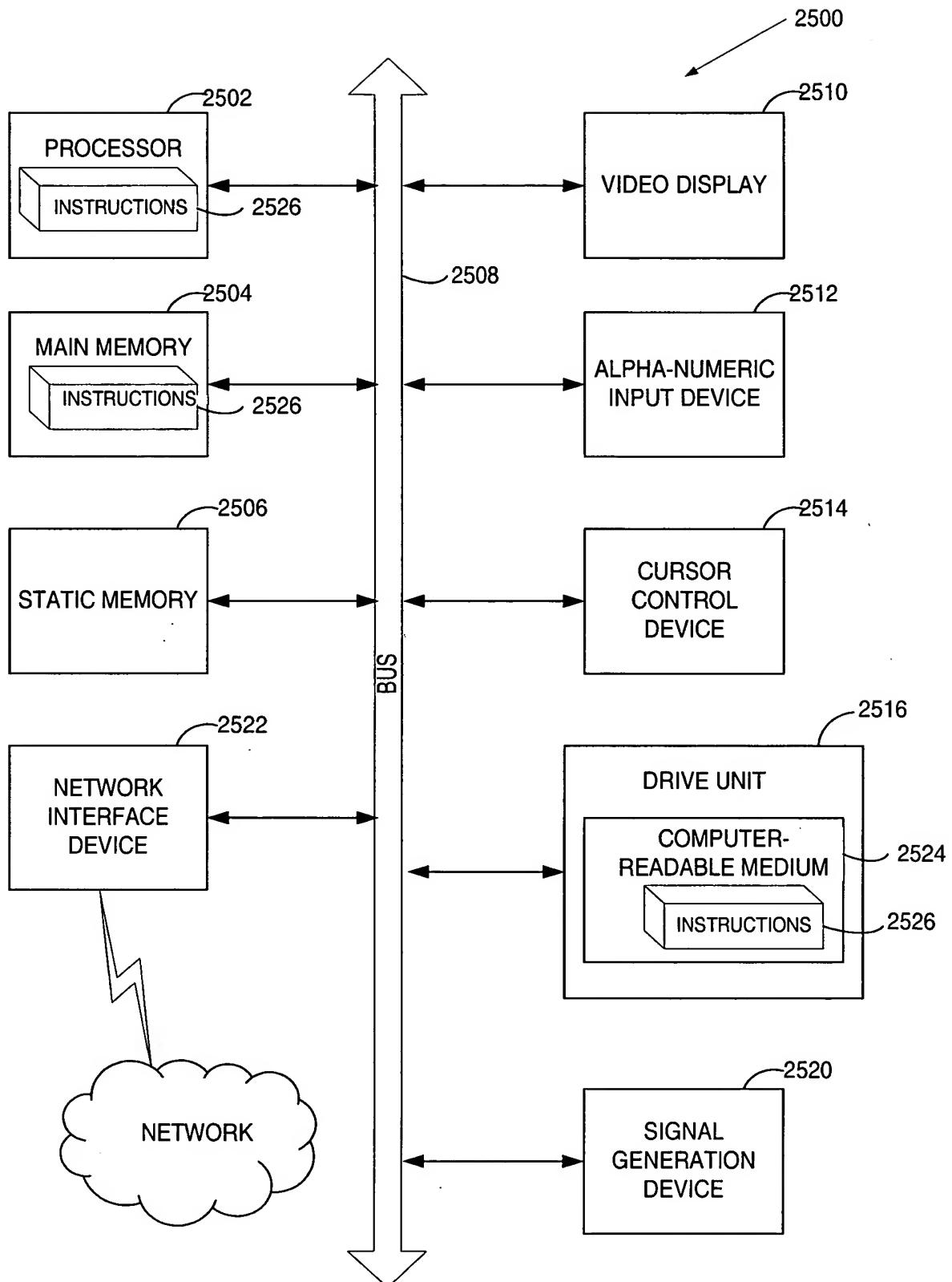


FIG. 25